

CLAIMS

What is claimed is:

- 1 1. A network based automotive service event scheduling
- 2 and monitoring system comprising:
 - 3 at least one customer computer; and
 - 4 at least one service event coordinator in
 - 5 communication with the customer computer, the repair event
 - 6 coordinator comprises:
 - 7 a service arrangement module, the service arrangement
 - 8 module being configured to enable a customer to arrange a
 - 9 service event via a communications network,
 - 10 a service event module, the service event-viewing
 - 11 module being configured to allow the customer to receive
 - 12 video transmissions of the service event and check the
 - 13 status of the service event after the commencement of the
 - 14 service event via the communications network, and
 - 15 a service history module, the service history module
 - 16 being configured to allow the customer to obtain the
 - 17 service event history for the customer via the
 - 18 communications network.

1 2. The system of claim 1 wherein the service event
2 coordinator further comprises a company overview module.

1 3. The system of claim 2 wherein the company overview
2 module is configured to provide information concerning
3 services of a service provider.

1 4. The system of claim 2 wherein the company overview
2 module includes a vision component, a company information
3 component, a location list component, and a
4 solution/service component.

1 5. The system of claim 4 wherein the solution/service
2 component is configured to provide the user with scheduling
3 solutions for transporting a vehicle to and from service
4 facility.

1 6. The system of claim 4 wherein the vision component
2 provides the user with business goals for a service
3 provider.

1 7. The system of claim 4 wherein the company information
2 component provides the user with pertinent information
3 concerning day to day operations of a service provider.

1 8. The system of claim 4 wherein the location list
2 component provides the user with physical locations of
3 service facilities of a service provider.

1 9. The system of claim 1 wherein the service arrangement
2 module includes a self-diagnosis component, technician chat
3 component, and a arrange service component.

1 10. The system of claim 9 wherein the self diagnosis
2 component enables the user to identify for a service
3 provider problems with a vehicle.

1 11. The system of claim 9 wherein the technician chat
2 component enables the user to converse with a specialist
3 via the communications network.

1 12. The system of claim 9 wherein the arrange service
2 component enables the user to obtain the service event.

1 13. The system of claim 1 wherein the service event module
2 includes a service event-viewing component and a vehicle
3 status component.

1 14. The system of claim 13 wherein the service event-
2 viewing component enables the user to view an active
3 service event in a real time video stream via the
4 communications network.

1 15. The system of claim 13 wherein the vehicle status
2 component enables the user to view and approve estimates,
3 determine the process stage of a vehicle and pay for the
4 service event.

1 16. The system of claim 1 wherein the service history
2 module includes a resource component, a service history
3 viewing component, an add/edit vehicle component and an
4 edit personal information component.

1 17. The system of claim 17 wherein the service history
2 viewing component enables the user to retrieve and display
3 a chronological history of all service events for a
4 vehicle.

1 18. The system of claim 1 wherein the service event
2 coordinator further comprises a comparison module.

1 19. The system of claim 18 wherein the comparison module
2 enables the user to compare services provided by a first
3 service provider with the services provided by second
4 service provider.

1 20. A network based automotive service event scheduling
2 and monitoring system comprising:
3 at least one customer computer; and
4 at least one repair event coordinator in communication
5 with the customer computer, the service event coordinator
6 includes a service arrangement module, a service event
7 module, and a service history module.

1 21. The system of claim 20 wherein the service arrangement
2 module is configured to enable a customer to arrange a
3 service event via a communications network.

1 22. The system of claim 20 wherein the service event
2 module is configured to allow the customer to receive video
3 transmissions of the service event and check the status of
4 the service event after the commencement of the service
5 event via the communications network.

1 23. The system of claim 20 wherein the service history
2 module is configured to allow the customer to obtain the
3 service event history for the customer via the
4 communications network.

1 24. The system of claim 20 wherein the service event
2 coordinator further comprises a company overview module.

1 25. The system of claim 24 wherein the company overview
2 module is configured to provide information concerning
3 services of a service provider.

1 26. The system of claim 24 wherein the company overview
2 module includes a vision component, a company information
3 component, a location list component, and a
4 solution/service component.

1 27. The system of claim 23 wherein the solution/service
2 component is configured to provide the user with scheduling
3 solutions for transporting a vehicle to and from service
4 facility.

1 28. The system of claim 23 wherein the vision component
2 provides the user with a business goals for a service
3 provider.

1 29. The system of claim 23 wherein the company information
2 component provides the user with pertinent information
3 concerning day to day operations of a service provider.

1 30. The system of claim 23 wherein the location list
2 component provides the user with physical locations of
3 service facilities of a service provider.

1 31. The system of claim 20 wherein the service arrangement
2 module includes a self-diagnosis component, technician chat
3 component, and a arrange service component.

1 32. The system of claim 28 wherein the self-diagnosis
2 component enables the user to identify for a service
3 provider problems with a vehicle.

1 33. The system of claim 28 wherein the technician chat
2 component enables the user to converse with a specialist
3 via the communications network.

1 34. The system of claim 28 wherein the arrange service
2 component enables the user to obtain the service event.

1 35. The system of claim 20 wherein the service event
2 module includes a service event-viewing component and a
3 vehicle status component.

1 36. The system of claim 32 wherein the service event-
2 viewing component enables the user to view an active
3 service event in a real time video stream via the
4 communications network.

1 37. The system of claim 32 wherein the vehicle status
2 component enables the user to view and approve estimates,
3 determine the process stage of a vehicle and pay for the
4 service event.

1 38. The system of claim 20 wherein the service history
2 module includes a resource component, a service history
3 viewing component, an add/edit vehicle component and an
4 edit personal information component.

1 39. The system of claim 36 wherein the service history
2 viewing component enables the user to retrieve and display
3 a chronological history of all service events for a
4 vehicle.

1 40. The system of claim 20 wherein the service event
2 coordinator further comprises a comparison module.

1 41. The system of claim 37 wherein the comparison module
2 enables the user to compare services provided by a first
3 service provider with the services provided by second
4 service provider.

1 42. A method of coordinating and monitoring an automotive
2 service event via a communications network comprising the
3 steps of:

4 arranging a service event;

5 viewing the service event through the communications
6 network;

7 obtaining status updates concerning the progress of
8 the service event; and

9 paying for the service event via the communications
10 network.